

Quality Policy

We have established this quality policy to be consistent with the purpose and context of our organization. It provides a framework for the setting of our quality objectives. It's our commitment to satisfy applicable customers' regulatory and legislative requirements; moreover, it's our commitment to continually improve our management system. Our policy simply stated is to deliver exceptional products and services on time.

Customer focus: As an organization, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of People: As an organization, we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for all our benefits.

Process approach: As an organization, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system.

Evidence-based decision making: As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: MBK Tape Solutions recognizes that an organization and the relationship it has with its external providers are interdependent and mutually beneficial relationships enhance the ability of both to create value.

MBK

TAPE SOLUTIONS





Quality Objectives 2021

To meet or exceed customer delivery expectations on at least 90 percent of the orders.

To send out fewer than 1 percent of products with defects.

To receive from our vendors fewer than 1 percent of products with defects.

Maintain a customer satisfaction rate of 90 percent and above.

